



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Co. Wicklow

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12<sup>th</sup> February 2019

Deputy John Brady,  
Dáil Éireann  
Leinster House  
Kildare Street  
Dublin 2

**PQ ref 4552/19 - To ask the Minister for Health the reports which will be published on the telecounselling service being piloted in south County Wicklow; when these reports will be published; and if he will make a statement on the matter.**

Dear Deputy Brady,

The Health Service Executive has been requested to reply directly to you in the context of the above Representation, which you submitted for response. I have examined the matter and the following outlines the position.

The HSE has launched a pilot telecounselling project in South County Wicklow in collaboration with HSE-funded partner provider Turn2Me.org. The service is being delivered through GP's who have the opportunity to refer their patients with mild to moderate mental health difficulties to an online counselling service. The report pertaining to the piloting of this service will focus upon (i) the effectiveness of the system which has been designed to provide this service including the utility and suitability of GP referrals, (ii) the text-based and online methodology being implemented to allow for client sign up and appointment creation and management, (iii) the use and acceptability of differing modalities for undertaking online counselling including video link, Voice Over Internet Protocol (VOIP) telephone, and instant messaging, and (iv) client satisfaction with using the online modality for receipt of counselling.

Should you require any further information, please do not hesitate to contact me.

Yours sincerely,

**Martina Behan,**  
**General Manager**  
**Community Healthcare East**